

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	"20030018762"	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:06
L2	0	resource near2 availabilty with time	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L3	1192	resource near2 availability with time	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L4	320	resource near2 availability with time and probability	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L5	25	resource near2 availability with time and probability and (task near2 schedul\$3)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L6	5	resource near2 availability with probability and (task near2 schedul\$3)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L7	1	("20050107904").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L8	1	(probability statistic) with resource near6 future same (task job process) near2 schedul\$3	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L9	10	(probability statistic) with resource near6 future and (task job process) near2 schedul\$3	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L10	0	"7095841" .uref.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L11	6	forecast\$3 near2 resource same (task job process) near2 schedul\$3	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L12	0	"7095841" .ref.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L13	0	forecast\$3 near2 resource same (task job process) near2 schedul43	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07

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L14	1	"6,574,587".pn.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L15	27	(probability chance statistic\$3 predict\$3) with availability and 705/???ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L16	1	"5436965".pn.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L17	72	(probability chance statistic\$3 predict\$3) with availability same (calls near2 center)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L18	99	resource near2 availability with (probability statistic\$4)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L19	3	resource near2 availability with (probability statistic\$4).ab.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L20	1	"6466664".pn.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L21	12	("4559493" "4829563" "4881261" "5155763" "5327490" "5341412" "5467391" "5511112" "5546456" "5570419" "5640445" "5926528").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L22	7	L21 and probability	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L23	6851	718/100-108.ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L24	10	predict\$3 near6 dialing same schedul\$3 near4 calls	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L25	7	L18 and L23	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07

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L26	346	call near2 distribut\$3 same (probability chance predict\$3)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:48
L27	16	call near2 distribut\$3 same (probability chance predict\$3).ab.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:44
L28	6	task near2 scheduling same (probability chance predict\$3).ab.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:44
L29	18	task near2 schedul\$3 same (probability chance predict\$3).ab.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:45
L30	49	task near2 schedul\$3 same (probability chance predict\$3) and 718/100-108.ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:50
L31	0	task near2 schedul\$3 same (probability chance predict\$3) and "379".ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:50
L32	4	task near2 schedul\$3 same (probability chance predict\$3) and 379/???.ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:50
L33	5	("4959686" "6393433" "6778643" "6816798" "RE36416").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 13:54


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calls distribution and agents and prediction

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[Apparatus for supervising an automatic call **distribution** telephone system - all 5 versions »](#)

WK Clare, DP Sundby - US Patent 5,465,286, 1995 - Google Patents

... supervising system is used in a telephone **call** management and **distribution** system having ... system for locating **agents** and displaying the **agents** on the ...

[Cited by 62](#) - [Related Articles](#) - [Web Search](#)

[\[PDF\] Managing uncertainty in call centres using Poisson mixtures - all 9 versions »](#)

G Jongbloed, G Koole - Applied Stochastic Models in Business and Industry, 2001 - cs.vu.nl

... a few days in advance, while **agent** rosters often have ... The problem of estimating the mixing **distribution** is addressed in ... for the arrival rate of **calls**, based on ...

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[Optimizing call-center performance by using predictive data to distribute **agents** among **calls** - all 3 versions »](#)

FJ Bogart, AD Flockhart, RH Foster, JE Kohler, EP ... - US Patent 6,163,607, 2000 - Google Patents

... the fabric and to provide automatic **call-distribution** functionality ... and **agents** with low scores (eg, **agents** with little ... of a **call** handler who handles **calls** of a ...

[Cited by 31](#) - [Related Articles](#) - [Web Search](#)

[From market games to real-world markets - all 19 versions »](#)

P Jefferies, ML Hart, PM Hui, NF Johnson - Minority Games, 2005 - books.google.com

... 10. Simulated **distribution** of wealth for portfolio short- one 30-day euro-**call**, at the ... We showed that as in -dependent entities, the **agents** were able to ...

[Cited by 67](#) - [Related Articles](#) - [Web Search](#)

[Integrated audio and video agent system in an automatic call **distribution** environment - all 3 versions »](#)

AE Berry, AM Chang, R Hamm, R Maiden, S Milstead, ... - US Patent 6,404,747, 2002 - Google Patents

... 4J **distribution** engine which searches for the "Universal ... system that can answer incoming

calls from customer ... conference per system where all **agents** can placed ...

[Cited by 9](#) - [Related Articles](#) - [Web Search](#)

[Using filtering **agents** to improve **prediction** quality in the GroupLens research collaborative ... - all 15 versions »](#)

BM Sarwar, JA Konstan, J Herlocker, B Miller, J ... - Proceedings of the 1998 ACM conference on Computer supported ..., 1998 - portal.acm.org

... **agents** under natural selection ties, so **agents** fit are ... en-ne server through its APL **Calls** are provided ... that would result in a ratings **distribution** that closely ...

[Cited by 201](#) - [Related Articles](#) - [Web Search](#)

D Lamber, SD Howison, NF Johnson - Physical Review Letters, 2001 - APS
... We **call** this our "black-box" game. ... (1), indicating that the exact **distribution** of strategies ... In addition, the number of **agents** taking part in the game at each ...
Cited by 30 - Related Articles - Web Search

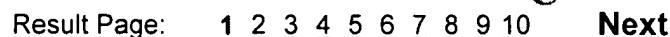
RJ Costantini, AD Flockhart, CW Maccannon Jr, JL ... - US Patent 5,506,898, 1996 - Google Patents

... **call** center that comprises an automatic **call-distribution** (ACD) switch ... some of which are staffed by **agents** 25 ... 5 trunks 12 over which it receives incoming **calls**. ...

Cited by 55 - Related Articles - Web Search

AD Flockhart, RH Foster, JE Kohler, EP Mathews - US Patent 5,982,873, 1999 - Google Patents
... In automatic **call-distribution** (ACD) systems, **calls** incoming to a ... answered and handled
by a plurality of **agents**. ... utes and connects incoming **calls** to whatever ...
Cited by 21 - Related Articles - Web Search

ST Charalambous, S Durinovic-Johri, YA Levy - US Patent 5,530,744, 1996 - Google Patents
... CR and LB can use the **predictions** of expected ... as 5 the "Next Available **Agent**" (NAA)
application ... independent and complete system for **call distribution** that does ...
Cited by 98 - Related Articles - Web Search



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<http://scholar.google.com/scholar?q=calls+distribution+and+agents+and+prediction&hl=en...> 1/7/2008


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[R Schoonderwoe...](#)
[H Itoh](#)
[O Holland](#)
[J Bruten](#)
[N Nisan](#)

[\[PDF\] Ant-like **agents** for load balancing in telecommunications networks - all 3 versions »](#)

R Schoonderwoerd, O Holland, J Bruten - ... of the First International Conference on Autonomous **Agents**, 1997 - dsp.jpl.nasa.gov

... load balancing, and that they can outperform mobile **agents** using sophisticated ... able

to cope with sudden changes in the **distribution** of **call probabilities**. ...

Cited by 187 - [Related Articles](#) - [View as HTML](#) - [Web Search](#)

[Incentives to Help in Multi-Agent Situations - all 5 versions »](#)

H Itoh - Econometrica, 1991 - JSTOR

... We **call** the solution the optimal wage ... MULTI-AGENT SITUATIONS 621 **distribution** function

condition ... with production externalities between **agents**, however, CDFC is ...

Cited by 209 - [Related Articles](#) - [Web Search](#) - [Library Search](#)

[Risk and expectations in a-priori time allocation in multi-agent contracting - all 5 versions »](#)

A Babanov, J Collins, M Gini - ... joint conference on Autonomous **agents** and multiagent systems ..., 2002 - portal.acm.org

... **agent** needs to collect is the empirical **distribution** of how ... done" **task** list D = , all the subsequent **calls** are recursive ... p c 1 = "p 1 the **agent** proceeds with ...

Cited by 10 - [Related Articles](#) - [Web Search](#)

[Meta-level reasoning in deliberative **agents** - all 4 versions »](#)

A Raja, V Lesser - Intelligent Agent Technology, 2004.(IAT 2004). Proceedings. ..., 2004 - ieeeexplore.ieee.org

... For in- stance, the utility **distribution** of a method if ... achieves a utility value of 30 with **probability** 0.1 and ... M is a collection of n heteroge- neous **agents**. ...

Cited by 10 - [Related Articles](#) - [Web Search](#)

[Allocation of tasks to specialized processors: A planning approach - all 3 versions »](#)

KJ Becker, DP Gaver, KD Glazebrook, PA Jacobs, S ... - European Journal of Operational Research, 2000 - Elsevier

... be handled or routed to **agents** or technicians ... some commercial CTI systems allow

distribution or routing ... or forecasted system parameters, eg, **call** arrival rates ...

Cited by 7 - [Related Articles](#) - [Web Search](#)

[Exploring bidding strategies for market-based **scheduling** - all 12 versions »](#)

DM Reeves, MP Wellman, JK MacKie-Mason, A ... - Decision Support Systems, 2005 - Elsevier

... We **call** this strategy "sunk aware". ... the **distribution** of **agent** ... in a mixed

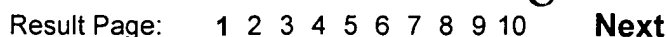
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